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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I work for a large company NCR providing technical support to field engineers across the USA. All my work is done on line. From the Cisco IP phone call center application that allows me to answer voice calls in real time and then accessing over the same local ISP network provider my customers remote networks in order to diagnose and advise field crews an action plan on how to repair and restore major outages for large corporate clients communication systems.

I use to have AT&T service but could never get a consistent and reliable response to service request and was paying a lot more for a lot less than the competitive provider I now use today.

When ever I had a technical issue AT&T would never give me direct access to the correct team or tester with out making me jump through their IVR system with enormous hurdles from getting a service ticket then waiting on a response and then to effectively work with me was the most inefficient time wasting system ever concocted.

Where today I can contact me existing competitive provider and get the correct team and action with in 2 hours and at much less expense that what AT&T charged me.

Please don't limit my options by granting the USTelecom petition filed in May 2018 asking the FCC to forbear from enforcing portions of the Telecommunications Act of 1996 (TA96). Let the free market remain free from this unfair anti competitive maneuver by just a few ILECs to limit the choices and increase the cost and reduce services available to me.

To limit competitive providers will jeopardize my ability to have the best service and at the best cost.

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